names and telephone numbers of supervisors and officers who are to be contacted in case of any delay/ difficulty.

(g) No, Sir. It is not a fact. There are adequate number of 198 positions and these are properly manned and calls received are answered promptly. However at peak traffic hours sometimes a caller may get the service busy.

(h) Operators at 93 have specific instructions to record the complaint and give the docket number. Operators are not required to disclose their names to the complainants; they however give their position number.

(i) As mentioned in (c) and (f) details of officers alongwith their names and telephone numbers have been prominently mentioned in the information pages of the telephone directory and these are also advertised in the Newspapers from time to time. Advising the subscribers to contact these officers in case of any difficulty so that their complaints could be dealt with at higher level.

**Repair of faulty telephone connections**

8884. SHRI SYED SIBTEY RAZI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether MTNL have provided telephone number '198' for booking complaints for repair of faulty telephone connection;

(b) whether this service is available to subscribers of all localities of Delhi;

(c) if not, the reasons therefor;

(d) whether the subscribers have also been advised to use exchange code for availing this service;

(e) if so, the details thereof;

(f) whether attendance of service at No. '198' is very quick than exchange code numbers where no response is given to subscribers for several minutes for booking of complaints;

(g) if so, whether MTNL propose to ask its officals to make surprise check calls exchange code complaint service centres to verify the services rendered thereby;

(h) whether the complaints either booked at '198' or exchange code are attended within some time limit;

(i) if so, the details thereof and if not, what action is taken on pending complaints;

(j) whether concerned official submit a statement of pending complaints to their respective General Managers if these are not attended within 24 hours of booking; and

(k) if so, the details thereof and if not, the reasons therefor?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) IN DELHI For making telephone complaints from the exchange from where the telephone change area of the same is working 198 is required to be dialled but when the complaint is made from another exchange area **'2198 number is to be dialled where prefix xxx represents the code of the exchange from where the telephone against which complaint is required to be made is working e.g. for a faulty telephone number say 6436789 from other exchange complacnt can be made by dialling 6432198.

IN BOMBAY

Subscriber has to dial (xxx) 2198 (xxx stands for the exchange prefix of the number to be reported faulty) during 7 a.m. to 7 p.m. During the period 7 p.m to 7 a.m. when (xxx) 2198 service is not available, subscriber can dial 198 to register their complaints.

(b) Yes, Sir.

(c) Does not arise.

(d) and (e) As per details at (a) above.

(f) In Delhi calls on 198 as well as xxx 2198 are handled by the respective exchanges at the same place and there is therefore no difference in response time. However, in Bombay 198 is a centralised service while xxx 2198 is decentralised exchange-wise. Therefore, response time on xxx 2198 is slightly better at Bombay than 198.

(g) Regular monitoring and surprise checks are carried out by the senior officers.

(h) to (k) The fault clearance operations including pending/carried over faults are constantly monitored by the officer including the Area GMS and necessary remedial measures taken. Most of the faults are cleared by the following day except in case of cable faults due to cable breakdowns or cable thefts.

**Examination for amateur station operator's licence**

889. SHRI SYED SIBTEY RAZI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether some examination namely Amateur Station Operator's Licence was conducted by the Ministry in recent past;

(b) whether the examinees were trained by Rajiv Gandhi Foundation in collaboration of some Club;

(c) if so, the details thereof with criteria fixed for joining this course;

(d) whether the course is job oriented;

(e) whether some duration of this course has also been fixed;

(f) whether these courses are conducted six times in a year; and

(g) if so, the details thereof and if not, the reasons therefor?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir. Amateur Station Operators' Certificate (ASOC) Examinations for grant of various categories of Amateur Station Operators' Licenses are being conducted, periodically at different places in India by the field offices of the Wireless Monitoring Organisation, under this Ministry.

(b) to (g) Amateur Station Operators' Licence is granted for the purpose of pursuing the internationally recognised hobby in the field of "radio" which is popularly called as amateur radio or HAM Radio.

The late Shri Rajiv Gandhi was a licensed Radio Amateur. Rajiv Gandhi Foundation has, therefore, taken up the activity of promotion of amateur radio. This Foundation is having an amateur station licensed as a Club station.

This Foundation conducts courses for training of persons interested in taking amateur radio, as hobby. This training enables to appear for the ASOC Examinations conducted by this Ministry, which are not job-oriented.

As regards training of persons who undertake the ASOC Examinations, other than prescribing the syllabus for conducting the ASOC Examinations, this Ministry is in no way involved in matters like conduct of training, its duration, frequency, etc.

**Plans for Additional Telephone Lines in Delhi and Bombay**

890. SHRI K. M. KHAN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government have drawn up some ambitious plan to